

ABSTRACT

A system is provided which includes a remote agent network is provided which enables network clients or client users to recruit, select, manage and pay a plurality of remote agents for the provision of service communication services to their customers. The remote agent network consists of a central communication platform that includes a web server and a telephony server. A network application enables the network clients to recruit and select remote agents. The network application enables network clients to manage the provision of service communications by remote agents via an operating platform that forms part of the remote agent network. The operating platform enables the remote agents to access network client databases, and to take phone calls from the network client call queue. The computer program of the present invention includes the network application and the operating platform which is resident on a remote agent client computer. The invention also provides a method for enabling the direct management of the remote agents by the network clients.